

MINUTES OF THE  
MAG PSAP MANAGERS GROUP MEETING

January 27, 2000  
Paradise Valley Police Department  
Paradise Valley, AZ 85253

MEMBERS ATTENDING

Gary Elliott, Phoenix, Chairman	Ramsey Beckstead for Gail Denney, Scottsdale
*Dan Schultz, Apache Junction	*Ken Blume, Surprise
*Naoma Sloan, Avondale	Susan MacFarlane, Tempe
*Velma Washington, Buckeye	*Jeff Walter, Tolleson
Patti Walton for Jim Malinski, Chandler	*Ruben Madrid, Wickenburg
*Gloria Jones, El Mirage	*+Carol McLeod, ASU
Kara Berry for Janet Laird, Gilbert	+Barbara Jaeger, ADOA
Sheila Pattee, Glendale	*+Fred Christley, Capitol Police
*Michele Whalen, Goodyear	+Debbie Henry, DPS
Liz Hunt for Joe Noce, Mesa	+Mark Bach, Ft. McDowell Indian Community
Donna Nabower for Jean Maiocco, Maricopa County	+Nicholas Dmytrus, Luke AFB
Bruce Barrows, Paradise Valley	+Harry Beck, Phoenix Fire
Viola Bent, Peoria	*+Joe Gibson, Rural Metro/Southwest Ambulance
*Curtis Thomas, Salt River Pima-Maricopa Indian Community	

\* Those members neither present nor represented by proxy.  
+ Ex-Officio member.

OTHERS PRESENT

Jim Wortham, Phoenix	Nicki Danner, Motorola
Mary Dysinger-Franklin, Phoenix	Vange Archuleta, Chandler
Jim Martin, Pinal County	Linda Sorensen, U.S. West
Sandy Wagner, Motorola	Larry Beauchat, ADOA
Phil Stenholm, Paradise Valley	Virginia Tsosie, Ft. McDowell Indian Community

1. Call to Order

The meeting was called to order by Gary Elliott, chairman, at 9:15 a.m.

2. Approval of the November 18, 1999 PSAP Managers Meeting Minutes

Susan MacFarlane moved, Viola Bent seconded, and it was unanimously carried to approve the November 18, 1999 PSAP Manager's meeting minutes.

3 U.S. West Maintenance Report

No technicians were present for a report. Linda Sorensen, U.S. West, stated they are getting two more technicians trained. They are in the process of recertifying all the technicians in all the products they sell.

4. U.S. West Customer Service Report

Linda Sorensen reported they have additional people that will be attending the meetings. One is taking Debbie Mannheimer's job and her name is Karen Brown. There will be another account consultant and she will be doing ordering and network. There will be one person, Lisa Sheridan, she believes (not definite at this point) who will be permanent for 911. Karen will be her back up. There are two others who are account managers for the different agencies who will be helping also. They are Bob Bobbitt and Mike Jones. This will give us a broader scope of people to help get things accomplished.

Linda also stated the Phoenix Southeast Tandem will be upgraded from a 1A to a 5E. This will happen in May. They are in the process of notifying the other phone companies so that they are ready to switch their trunks over the same time U.S. West is.

If U.S. West upgrades our existing analog private network to the network of the future (SS7) that is when they would have to change out our analog trunks to digital trunks. This can only happen after the CO upgrade to a 5E. When this occurs, setup time would be much quicker and we could also receive 10 and 20 digit ANIs. This SS7 network will also allow for tandem to tandem transfers. They are taking with ADOA on this issue and costing it out for them. Linda mentioned that there are other LECs that will be involved with this also. When we go to SS7 initially that network will still be private, which means dedicated trunking to our individual PSAPs.

Linda stated the network further in the future is going to go away from the private network towards the public switched network. This will allow for additional advantages but it will be awhile before it is available because the standards have not yet been set for that.

Linda also mentioned that when we do go to the SS7 network PS ALI and wireless will not migrate. They will remain analog. Jim Wortham mentioned that with the first migration, the 1A to the 5E, it would be transparent. He stated though that there are some wireless carriers who are setup and ready for an SS7 network.

Phil Stenholm, Paradise Valley, mentioned that since mid December their printouts have been compressed and they have been unable to reset their clock. Viola Bent, Peoria stated

that she has not been able to log on to the system either and reset their clock. Linda asked if anyone else is having similar problems. No one else knew but would check.

5. ADOA Report

Larry Beauchat, ADOA, stated that they have completed a study by RCC communications to look at the 911 program, particularly what the statutes say, what is ADOA doing, what does the tax look like as far as being able to provide for services of the future, as well as wireless and PSAP issues. Identified in this study was the need to revise their budget process to facilitate funding requests to the Legislature. Mary Dysinger-Franklin mentioned that because of this change, letters from MAG requesting budget information will be going on to the PSAP next month and will have to be returned by mid March in order to complete the process by the August 1 time frame. Larry stated that the PSAPs would be getting two letters from them. One regarding the budget request submitted by August and one pertaining to the RCC report.

Barbara Jaeger, ADOA, reported that the state contract for CPE has been completed. Those awarded contracts for 911 equipment are Motorola, Nortel, U.S. West with Plant and Positron, and Citizens with the TCI product. Currently Citizens is only offering this equipment in their service areas. She mentioned that they have identified incorrect information on the Web site pertaining to these contracts and are working to change it. She also mentioned that the price stated on the site is an estimate for a particular size agency. The vendors still need to price out each specific site.

Barbara reported that AirTouch trunks have been turned up for testing this week in the Tucson Phase I implementation project. They will be ready as soon as the testing is completed. She is expecting AT&T Wireless, Sprint and U.S. West Wireless to be ready shortly. That will leave three more wireless providers (Cellular One, Voice Stream and NexTel) to work out their contractual issues. She is hoping that by Tucson working out these contract issues it will help other agencies in the state facilitate this process.

Barbara mentioned that the City of Flagstaff and the Coconino County Sheriff's Office are in the process of co-locating their centers with plans to possibly consolidate.

Barbara also mentioned that they are trying to do an administrative code change that would require the wireless provider's to report to the ADOA how many subscribers they have. This would be similar to the required wireline provider's annual access report. She says they can estimate how many they have by how much they collect from each for the 911 fund but said that there are other issues that they don't know. She says they are being faced with prepaid services that they can't identify and collect on.

Barbara reported that she is sitting on a committee that is drafting model legislation pertaining to PS ALI (enhanced 911 from private switches). They are in the 15<sup>th</sup> version but have brought in the telcos, the manufactures, and the hotel/motel management associations to try and get legislation that won't be turned down at the legislature. The state of Illinois had one passed but now most of it has been repealed. The state of Washington has one in place that addresses mainly residential facilities, schools, and hospitals.

6. Update of the Activities of the 911 Technical Subcommittee of the PSAP Managers Group

Jim Wortham stated that the committee is continuing to refine the statement of work for our consultant study. This consultant study will be doing a performance review of our Maricopa County 911 system. We are also working towards completing the N11 report. He mentioned that Jean Maiocco provided an excellent report at the last meeting and will be integrating her report with the committee's recommendations. Jim reported that the committee is working on the 911 Maintenance contract and will be dealing with U.S. West and getting better direction concerning software maintenance and upgrades. Jim mentioned the map he brought that displays the cell site location with the direction of the faces and the agency those calls are directed to for 911. These calls are directed to the agency that for the most part covers 75% of the area for the direction of the cell face. He mentioned that a typical provider has anyway from 150-230 cell sites. Some are in the same location as another provided some are not so he will have a transparent overlay of each of the providers cell sites. So far he has the information from three of the providers.

Mary Dysinger-Franklin provided two drafts of a form for recording 911 repairs at the PSAPs. This form will allow for uniform reporting at each location so that the technicians always know where and what to report. They will use this form for any routine maintenance as well. This form will be mailed to Mary as they are completed and at the beginning of each month. Mary will develop a database for this information and provide reports at subsequent meetings. Mary asked for input on the two forms. She received several suggestions on changes that she will implement. Linda Sorensen, U.S. West, asked Mary to provide an electronic copy of the updated form and said she would get the word out to the technicians so that this process can begin on February 1. Mary said she would revise the form, send her an electronic copy, and mail out the forms to the PSAPs along with a letter today so that the agencies and technicians can begin on February 1.

7. MSAG Information Report

Donna Nabower reported that there are about 2500 errors in the system, which is up about 400 errors from November. She asked that if your fax number changes or you have a temporary fax number to please let her know so that she can get these daily errors out to you.

Chairman Elliott thanked Bruce Barrows and Phil Stenholm from Paradise Valley for hosting the meeting.

Next meeting was scheduled for Thursday, March 16, 2000 at 9:00 a.m. The meeting will be held at:

**Glendale Police Department  
6835 N. 57th Dr.  
Glendale, AZ 85301**

The meeting was adjourned at 10:20 a.m.